

ORIGINAL

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September 13, 2000

RECEIVED

SEP 13 2000

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas
Federal Communications Commission
445 12th Street, S.W. – Room TWB-204
Washington, D.C. 20554

Re: Written Ex parte – CC Docket No. 90-571

Dear Ms. Salas:

Attached are three (3) copies of the most recent periodic report documenting the outreach efforts of the TRS Coin Sent Paid Industry Team. This information has been provided to Claude Stout of TDI and the Consumer Action Network (CAN) for their review. The CSP Industry Team is continuing its work with members of the disabled community to provide improved outreach in connection with TRS Coin Sent Paid calling.

Sincerely,

A handwritten signature in dark ink, appearing to read "M. DelCasino".

M. DelCasino

Attachments

cc: Helene Schrier Nankin
Debra Sabourin

No. of Copies rec'd at 2
List A B C D E



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TRS CSP Industry Educational Activity Plan

4th Quarter Report March, April & May 2000

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Which presented information to users on TRS CSP calling.

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Activity Four

Miscellaneous outreach via newspapers, public service announcements, customer notifications, special TTY directories, etc.

Activity Five

Joint industry/community meetings held to discuss further ways to create and disseminate educational materials to educate TRS users about access to relay services through payphones.

TRS Call Sent Paid - Industry Educational Activity Plan
Period Covered: March, April, May 2000. Including Projected Activities

Activity - List of meetings attended at local, regional, and national levels which presented information to users on TRS CSP calling. 1. Date 2. Name of organization or group; 3. Location; 4. Estimated number of people in attendance; 5. Information provided, a) educational letter, b) wallet-size instructional card, c) demo video on how to place a call from a payphone, d) all of the above, e) other (i.e., live demonstrations, etc.)

*Information provided at meetings (A&B) is attached. A copy of the video is available upon request.

DATE	L=Local R=Regional N=National	NAME	CITY	STATE	ATTENDANCE	A=Letters B=Cards C=Video D=All of the Above E=Other (i.e., live preso)
3/1/00	L=Local	Alabama Gerontology Society Conference		AL	N/A	D=All of the Above
3/1/00	L=Local	DPN2 Deaf Festival	Talladega	AL	N/A	D=All of the Above
3/1/00	L=Local	Atlanta Speech and Hearing School	Atlanta	GA	N/A	D=All of the Above
3/1/00	L=Local	Georgia Comm. on Women Technology Conf.		GA	N/A	D=All of the Above
3/1/00	L=Local	Townsend Council on Aging	Townsend	MA	14	E=Other (live presentation)
3/1/00	L=Local	Daytona Beach DSC	Daytona Beach	FL	60	E=Other (live presentation)
3/1/00	L=Local	Petersham Social Services	Petersham	MA	7	E=Other (live presentation)
3/1/00	L=Local	Buffalo CAP	Buffalo	NY	25	A/B = Letters, Cards
3/1/00	L=Local	Lockport CAP	Lockport	NY	25	A/B = Letters, Cards
3/1/00	L=Local	Essex CAP	Lake Placid	NY	15	A/B = Letters, Cards
3/2/00	L=Local	Holy Cross ASL I Class	Worcester	MA	22	E=Other (live presentation)
3/2/00	L=Local	Holy Cross ASL II Class	Worcester	MA	22	E=Other (live presentation)
3/2/00	L=Local	Early Intervention Program	Concord	MA	12	E=Other (live presentation)
3/2/00	R=Regional	Northeast Arts and Accessibility Conference	Cambridge	MA	325	E=Other (live presentation)
3/2/00	R=Regional	New England Foundation of Arts Conf.	Cambridge	MA	1000	E=Other (live presentation)
3/2/00	R=Regional	Kentucky Teaching and Learning Conference		KY		E=Other (live presentation)
3/3/00	L=Local	Western MA Deaf Leaders Group	Springfield	MA	9	E=Other (live presentation)
3/6/00	L=Local	MSPCC	Holyoke	MA	11	E=Other (live presentation)
3/6/00	L=Local	Goodwill Industries of Western Mass	Springfield	MA	8	E=Other (live presentation)
3/6/00	L=Local	Sullivan and Associates	Springfield	MA	2	E=Other (live presentation)
3/7/00	L=Local	Honolulu Gerontology	Honolulu	HI	20	Card, Video, Letter, Other
3/8/00		KY Speech, Language, Hearing Assoc. Conference		KY		E=Other (live presentation)
3/9/00	L=Local	Marathon House	Springfield	MA	2	E=Other (live presentation)
3/9/00	L=Local	Accelerated Learning Laboratory	Worcester	MA	15	E=Other (live presentation)
3/9/00	L=Local	Wings Education Service	Springfield	MA	12	E=Other (live presentation)
3/9/00	L=Local	Amherst Housing Authority	Amherst	MA	4	E=Other (live presentation)
3/10/00	R=Regional	Annual Mental Health Conference	Augusta	ME	150	B, E=Cards, Other
3/11/00	L=Local	Hard of Hearing Support Group	Boston	MA	23	E=Other (live presentation)
3/13/00	L=Local	Early Intervention Program	Hyannis	MA	38	E=Other (live presentation)
3/14/00	R=Regional	Ounce of Prevention Conference	Marlboro	MA	200	E=Other (live presentation)
3/14/00	L=Local	For Community Services, Inc.	Springfield	MA	12	E=Other (live presentation)
3/14/00	L=Local	Shalom Jewish Center	Springfield	MA	5	E=Other (live presentation)
3/14/00	L=Local	Visiting Nurses Association of Pioneer Valley	Northampton	MA	14	E=Other (live presentation)
3/15/00	L=Local	Mobility International USA	Boston	MA	30	E=Other (live presentation)
3/16/00	L=Local	Kamehameha Schools	Honolulu	HI	2	Card, Video, Letter, Other

Period Covered: March, April, May 2000. Including Projected Activities

3/1/00	L=Local	Northeastern University	Boston	MA	3	E=Other (live presentation)
3/1/00	L=Local	Thompson House	Danvers	MA	2	E=Other (live presentation)
3/16/00	L=Local	Salem Office/Deaf Inc.	Salem	MA	3	E=Other (live presentation)
3/16/00	R=Regional	MA Regional Consortium Series	Boston	MA	11	E=Other (live presentation)
3/16/00	L=Local	Health Care Services, Inc.	Melrose	MA	13	E=Other (live presentation)
3/16/00	L=Local	GBSD School Board Meeting	Falmouth	ME	40	B, E=Cards, Other
3/18/00	L=Local	Federation for Children with Special Needs	Boston	MA	10	E=Other (live presentation)
3/21/00	L=Local	Early Intervention Program	Springfield	MA	18	E=Other (live presentation)
3/23/00	L=Local	Holyoke Community College ASL I Class	Holyoke	MA	15	E=Other (live presentation)
3/23/00	R=Regional	Legislative Forum	Augusta	ME	110	B, E=Cards, Other
3/14/00	L=Local	Fitchburg State College	Fitchburg	MA	8	E=Other (live presentation)
3/24/00	R=Regional	MA Regional Consortium Series	Fitchburg	MA	21	E=Other (live presentation)
3/24/00	L=Local	Westford Public Schools	Westford	MA	5	E=Other (live presentation)
3/25/00	L=Local	SHHH Cape Cod	Hyannis	MA	32	E=Other (live presentation)
3/26/00	L=Local	Forum w/DCC (Deaf) Community	Framingham	MA	10	E=Other (live presentation)
3/27/00	L=Local	Relay Community Forum	Pittsfield	MA	27	E=Other (live presentation)
3/29/00	L=Local	Assoc. for Develop. Disabilities Providers	Worcester	MA	250	E=Other (live presentation)
3/30/00	L=Local	EDCO Collaborative	Newton	MA	12	E=Other (live presentation)
3/31/00	L=Local	Nokomis Regional High School - ASL Class	Newport	ME	50	B, E=Cards, Other
4/1/00	L=Local	Howard University Technology Breakfast	Washington	DC	100	B=Cards
4/1/00	L=Local	Berkshire Disability Pride Day	Pittsfield	MA	100	E=Other (live presentation)
4/1/00	L=Local	Missouri Assistive Technology	Columbia	MO	200	B, E=Cards, Other
4/1/00	L=Local	Bangor Deaf Club	Dixmont	ME	50	B, E=Cards, Other
4/3/00	L=Local	3rd Annual State of NJ Disabilities Conference		NJ	1500	B=Cards
4/3/00	L=Local	Horace Mann School for the Deaf	Allston	MA	15	E=Other (live presentation)
4/4/00	L=Local	Early Intervention Program	Marlboro	MA	15	E=Other (live presentation)
4/4/00	L=Local	Beth Israel Deaconess Hospital Social Svc	Boston	MA	7	E=Other (live presentation)
4/5/00	L=Local	Relay Community Forum	Springfield	MA	31	E=Other (live presentation)
4/6/00	L=Local	Stonehill College Disability Student Services	Easton	MA	3	E=Other (live presentation)
4/7/00	L=Local	MLK Jr. Community Center	Springfield	MA	13	E=Other (live presentation)
4/7/00	L=Local	The Consortium	Holyoke	MA	3	E=Other (live presentation)
4/8/00	L=Local	El Pregonero Job Fair	Washington	DC	1000	B=Cards
4/12/00	L=Local	ILNSCA	Salem	MA	6	E=Other (live presentation)
4/12/00	L=Local	Rehoboth Senior Service Agency	Rehoboth	MA	11	E=Other (live presentation)
4/12/00	L=Local	DCS VRS Open House	San Diego	CA	100	A=Letters
4/13/00	L=Local	Wakefield Council on Aging	Wakefield	MA	9	E=Other (live presentation)
4/13/00	L=Local	Early Intervention Program	Boston	MA	20	E=Other (live presentation)
4/13/00	L=Local	Relay Community Forum	Middleboro	MA	5	E=Other (live presentation)
4/13/00	L=Local	Communication Strategies Class at GBSD	Falmouth	ME	5	B, E=Cards, Other
4/14/00	L=Local	Access Workshop at SMTC	South Portland	ME	30	A,B,E=Letters, Cards, Video
4/14 - 16/00	L=Local	Abilities Expo		NJ	300	B=Cards
4/15/00	L=Local	Goodwill VRS Open House	Long Beach	CA	50	A=Letters
4/18/00	L=Local	American International College Disability Svc	Springfield	MA	10	E=Other (live presentation)
4/18/00	L=Local	Holyoke Community College Deaf Studies Class	Holyoke	MA	12	E=Other (live presentation)
4/21/00	L=Local	U.S. Department of Labor	Boston	MA	4	E=Other (live presentation)
4/21/00	L=Local	Turning Point, Inc. Deaf Services	Amesbury	MA	14	E=Other (live presentation)
4/24/00	L=Local	CAPS Program	Concord	MA	35	E=Other (live presentation)

IRS Coin Sent Paid - Industry Educational Activity Plan

Period Covered: March, April, May 2000. Including Projected Activities

4.	L=Local	Tewksbury Council on Aging	Tewksbury	MA	6	E=Other (live presentation)
4/24/00	L=Local	Mass State Assoc f/t Deaf Board Meeting	Malden	MA	15	E=Other (live presentation)
4/25/00	L=Local	Deaf Inc.	Pittsfield	MA	7	E=Other (live presentation)
4/25/00	L=Local	Mt. Carmel Baptist Church	Washington	DC	20	B=Cards
4/25/00	L=Local	Mass Rehabilitation Commission	Salem	MA	3	E=Other (live presentation)
4/25/00	L=Local	Beverly School for the Deaf	Beverly	MA	45	E=Other (live presentation)
4/25/00	L=Local	Multi-Cultural Center	Dorchester	MA	14	E=Other (live presentation)
4/25/00	L=Local	Kennedy Donovan	Attleboro	MA	20	E=Other (live presentation)
4/26/00	L=Local	Holyoke Council on Aging	Holyoke	MA	10	E=Other (live presentation)
4/26/00	L=Local	American International College Admissions	Springfield	MA	15	E=Other (live presentation)
4/27/00	R=Regional	Senior Expo '00	Milford	MA	600	E=Other (live presentation)
4/27-28/00	R=Regional	MA Chapter of Social Workers Conference	Boston	MA	500	E=Other (live presentation)
4/27-28/00	R=Regional	MA Early Intervention Conference	Westford	MA	300	E=Other (live presentation)
4/28/00	L=Local	Community Forum at MCD	Portland	ME	57	A,B,E=Letters, Cards, Video
4/29/00	L=Local	Disability Awareness Day	Saugus	MA	250	E=Other (live presentation)
5/1/00	L=Local	AARP Senior Expo	Vicksburg	MS	N/A	D=All of the Above
5/1/00	L=Local	S.T.A.R. Program Assitive Technology	Troy State U.	AL	N/A	D=All of the Above
5/1/00	R=Regional	Miami Dade County Public School Career Fair	Miami	FL	300	E=Other (live presentation)
5/2/00	L=Local	Early Intervention Program	Lowell	MA	14	E=Other (live presentation)
5/3/00	L=Local	Opportunity House #2	Springfield	MA	6	E=Other (live presentation)
5/3/00	L=Local	Relay Community Forum	Framingham	MA	28	E=Other (live presentation)
5/3/00	L=Local	Walnut Creek Deaf Senior Citizens	Walnut Creek	CA	60	A, E=Letters, Other
5/4/00	L=Local	Malden Council on Aging	Malden	MA	10	E=Other (live presentation)
5/4/00	L=Local	Early Intervention Program	Medford	MA	6	E=Other (live presentation)
5/5/00	L=Local	Greenfield College ASL I Class	Greenfield	MA	22	E=Other (live presentation)
5/5/00	L=Local	Clarke School Parents Weekend	Northampton	MA	Offered	E=Other (live presentation)
5/5/00	L=Local	Emerson College ASL I Class	Boston	MA	25	E=Other (live presentation)
5/6/00	R=Regional	Deaf and Hard of Hearing Walk-a-thon	Boston	MA	350	E=Other (live presentation)
5/6/00	L=Local	Dead and Hard of Hearing Walk-a-Thon	Cambridge	MA	30	E=Other (live presentation)
5/7/00	L=Local	CSEAD (Coalition Sch. Ed. Adm./Deaf	Cambridge	MA	Offered	E=Other (live presentation)
5/6/00	L=Local	LABDA Community Fair	Compton	CA	200	A=Letters
5/8/00	L=Local	Amherst Council on Aging	Amherst	MA	3	E=Other (live presentation)
5/8/00	L=Local	Early Intervention Program	Northampton	MA	14	E=Other (live presentation)
5/9/00	L=Local	Community Access Monitor Training #1	Somerville	MA	55	E=Other (live presentation)
5/9/00	L=Local	Acton Council on Aging	Acton	MA	6	E=Other (live presentation)
5/10/00	L=Local	Community Access Monitor Training #2	Somerville	MA	60	E=Other (live presentation)
5/10/00	L=Local	Relay Community Forum	Worcester	MA	10	E=Other (live presentation)
5/10/00	L=Local	Riverside Community College	Riverside	CA	200	A=Letters
5/11/00	R=Regional	NonProfit Leadership Conference	Framingham	MA	125	E=Other (live presentation)
5/11/00	L=Local	Stoneham High School	Stoneham	MA	75	E=Other (live presentation)
5/12/00	L=Local	Western MA Deaf Leaders Group	Springfield	MA	6	E=Other (live presentation)
5/12/00	N=National	Mental Health Conference for Deafness	St Louis	MO	300	B, E=Cards, Other
5/13/00	L=Local	Anacostia Gateway to Health Fair	Washington	DC	300	B=Cards
5/13/00	L=Local	CommuniVision ASL Weekend	Sebastapol	CA	150	A=Letters
5/15/00	L=Local	Iona Sr. Services/St. Mary's Court	Washington	DC	50	B=Cards
5/15/00	L=Local	Mass Rehabilitation Commission	Pittsfield	MA	12	E=Other (live presentation)
5/15/00	L=Local	Nonotuck Resource Association	Pittsfield	MA	5	E=Other (live presentation)

VRS Coin Sent Paid - Inquiries Educational Activity Plan

Period Covered: March, April, May 2000. Including Projected Activities

5	L=Local	Mass Rehabilitation Commission	Worcester	MA	3	E=Other (live presentation)
5/10/00	L=Local	Senior Community Night	Worcester	MA	50	E=Other (live presentation)
5/17/00	L=Local	Lexington Council on Aging	Lexington	MA	6	E=Other (live presentation)
5/17/00	L=Local	Deaf & Hard of Hearing Support Group	Augusta	ME	6	A,B,E=Letters, Cards, Video
5/17/00	L=Local	National Alliance for the Mentally Ill of Maine	Augusta	ME	5	E=Other (live presentation)
5/18/00	L=Local	Winchester Health Service Forum	Winchester	MA	15	E=Other (live presentation)
5/18/00	L=Local	Chelmsford Council on Aging	Chelmsford	MA	8	E=Other (live presentation)
5/24/00	L=Local	Bruce Street School for the Deaf	Newark	NJ	450	A,B,E=Letters, Cards, Video
5/25/00	L=Local	DMR (Dept. Of Mental Retardation)	Holyoke	MA	Offered	E=Other (live presentation)
5/25/00	R=Regional	Dept of Mental Health Regional Conference	Holyoke	MA	25	E=Other (live presentation)
5/31/00	L=Local	Leisure Village West	Lakehurst	NJ	100	A,B,E=Letters, Cards, Video
6/1/00	L=Local	Listen to Silence	Honolulu	HI	200	Cards, Letters, Video, Other
6/1/00	L=Local	ISD Reunion	Indianapolis	IN	500	A/B = Letters, Cards
6/1/00	N=National	National Campvention of the Deaf	Hinckley	MN	1000	B=Cards
6/1/00	N=National	SHHH Convention	St. Paul	MN	500	B=Cards
6/2/00	L=Local	Hospital outreach	Sacramento, Truc	CA	35	A=Letters
6/3/00	L=Local	SCRAD Coffee Night	Pasadena	CA	11	A=Letters
6/5/00	L=Local	SCRAD Pizza Night	Ventura	CA	12	A=Letters
6/6/00	L=Local	SCRAD Ice Cream Social	Burbank	CA	20	A=Letters
6/7/00	L=Local	OC-Deaf Seniors' Coffee Club	Cypress	CA	30	A=Letters
6/9/00	L=Local	SCRAD Coffee Night	Orange	CA	110	A=Letters
6/10/00	L=Local	Deaf Awareness Day at Six Flags	Jackson	NJ	6000	A,B,E=Letters, Cards, Video
6/13/00	R=Regional	Telephone Association of Maine Convention	Searsport	ME	150	E=Other (live presentation)
6/14-17/00	R=Regional	NRA Regional Conference	Palm Springs	CA	100	A=Letters
6/17/00	L=Local	Tri-County GLAD Teen Workshop	Ventura	CA	30	A=Letters
6/24/00	L=Local	East Bay ALDA Tech Fair	San Leandro	CA	100	A, E=Letters, Other
6/26/00	L=Local	NorCAL Deaf Teen Camp	Auburn	CA	150	A, E=Letters, Other
6/27/00	R=Regional	Deaf GLOW Conference	San Francisco	CA	100	A=Letters
6/29/00	L=Local	DHHSC VRS Open House	Fresno	CA	60	A=Letters
7/1/00	L=Local	National Assoc for the Deaf	Norfolk	VA	2300	E=Other (live presentation)
7/22/00	R=Regional	Maine Second Deaf Timberfest	Oxford	ME	400	B, E=Cards, Other
9/30/00	L=Local	Danvers Police	Danvers	MA	5	E=Other (live presentation)
2nd Qtr 00	L=Local	AR Relay Service Advisory Panel		AR		B=Cards
2nd Qtr 00	L=Local	AR Rehabilitation Assoc, Conference		AR		B=Cards
2nd Qtr 00	L=Local	TX Assoc. of the Deaf		TX		E=Other (live presentation)
Tentative (Sept)		Madison Area Self Help For Hard of Hearing		WI		
Tentative (Sept)		Lafollette High School Presentation		WI		
Tentative (Oct)		Assitive Technology Fair		ID		
Tentative (Nov)		Alexandria Town Hall Meeting		LA		
Tentative (Nov)		North Platte SHHH Meeting		NE		
Tentative (Nov)		Wasau Town Hall Meeting		WI		

TRS Coin Sent Paid - Industry Educational Activity Plan
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Activity 2 - Direct mailings on TRS Coin Sent Paid calling

Mailing Date	Recipient	Mailing Size
3/1/00	ARS Individual Mailings	400 Cards/ 3 Vidoes
	Advanced Practice Nursing	
3/1/00	Assoc./MA	2 CSP Cards/Info Page
	Affiliated Community VNA,	
3/1/00	Inc./MA	2 CSP Cards/Info Page
3/1/00	Alternative Solutions/MA	2 CSP Cards/Info Page
	Americare Health Services,	
3/1/00	Inc./MA	2 CSP Cards/Info Page
3/1/00	Associated Home Care/MA	2 CSP Cards/Info Page
3/1/00	Cambridge VNA/MA	2 CSP Cards/Info Page
3/1/00	Care for Them/MA	2 CSP Cards/Info Page
3/1/00	Centor Services Unlimited/MA	2 CSP Cards/Info Page
3/1/00	Centrus Premier HomeCare/MA	2 CSP Cards/Info Page
3/1/00	Family Services of Boston/MA	2 CSP Cards/Info Page
3/1/00	Genesis SelectCare/MA	2 CSP Cards/Info Page
3/1/00	Health Force/MA	2 CSP Cards/Info Page
3/1/00	Home Health Corporation/MA	2 CSP Cards/Info Page
3/1/00	Interim Health Care/MA	2 CSP Cards/Info Page
3/1/00	Mass State Nurses, Inc./MA	2 CSP Cards/Info Page
	Medical Home Health Resources,	
3/1/00	Inc./MA	2 CSP Cards/Info Page
3/1/00	Medical Resources/MA	2 CSP Cards/Info Page
	New England Nurses	
3/1/00	Association/MA	2 CSP Cards/Info Page
3/1/00	NurseFinders/MA	2 CSP Cards/Info Page
3/1/00	Olsten Health Services/MA	2 CSP Cards/Info Page
3/1/00	Personal Touch HomeCare/MA	2 CSP Cards/Info Page
3/1/00	Universal Staffing Services/MA	2 CSP Cards/Info Page
3/1/00	Unlimited Care Inc./MA	2 CSP Cards/Info Page
3/1/00	Upham's Home Health Care/MA	2 CSP Cards/Info Page
3/1/00	VNA Care Network/MA	2 CSP Cards/Info Page
3/1/00	VNA Care Plus Agency/MA	2 CSP Cards/Info Page
3/1/00	NY Soc for the Deaf	200 Cards
3/1/00	Buffalo Cap	200 Cards & info Pages
3/1/00	Binghamton CAP	100 Cards
3/1/00	Libraries	50-100
4/1/00	Birchwood Inn/MA	2 CSP Cards/Info Page
	Bright Southern Banking	
4/1/00	Service/MA	2 CSP Cards/Info Page
4/1/00	Boston Council on Aging/MA	2 CSP Cards/Info Page
4/1/00	Boston Senior Home Care/MA	2 CSP Cards/Info Page
4/1/00	Cellular One/MA	2 CSP Cards/Info Page
4/1/00	Danvers Police Department/MA	2 CSP Cards/Info Page

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4/1/00	Dearborne's/MA	2 CSP Cards/Info Page
4/1/00	Home Depot Saugus/MA	2 CSP Cards/Info Page
4/1/00	Massachusetts Health Center/MA	2 CSP Cards/Info Page
	Mass Dept. of Mental Health	
4/1/00	Belchertown/MA	2 CSP Cards/Info Page
4/1/00	MSPCC Boston/MA	2 CSP Cards/Info Page
	New England Shelter for the	
4/1/00	Homeless Veterans/MA	2 CSP Cards/Info Page
4/1/00	Sanger Center/MA	2 CSP Cards/Info Page
	Shaunneset Coplan	
4/1/00	Rehabilitation Hospital/MA	2 CSP Cards/Info Page
	Swallowing Rehabilitation	
4/1/00	Hospital/MA	2 CSP Cards/Info Page
4/1/00	Truesdale Audiology/MA	2 CSP Cards/Info Page
4/1/00	Worcester Police Department/MA	2 CSP Cards/Info Page
4/1/00	Private businesses (with deaf/hoh)	50-100
5/1/00	Beverly Council on Aging/MA	2 CSP Cards/Info Page
5/1/00	CTC Telecommunications/MA	2 CSP Cards/Info Page
5/1/00	Enlance de Familia/MA	2 CSP Cards/Info Page
5/1/00	First Call for Help/MA	2 CSP Cards/Info Page
5/1/00	Geriatric Assistance, Inc./MA	2 CSP Cards/Info Page
	H. Crowell Freeman Law	
5/1/00	Office/MA	2 CSP Cards/Info Page
5/1/00	Hertiage/MA	2 CSP Cards/Info Page
	Northampton Center for Children	
5/1/00	and Families/MA	2 CSP Cards/Info Page
5/1/00	People's Bank fo Pittsfield/MA	2 CSP Cards/Info Page
5/1/00	St. Luke's Hospital/MA	2 CSP Cards/Info Page
	Visiting Nurses Association of	
5/1/00	Salem/MA	2 CSP Cards/Info Page
5/1/00	Wareham Surgical/MA	2 CSP Cards/Info Page
5/1/00	Town Halls	50-100
6/1/00	Town Halls	50-100

TRS Coin Sent Paid - Industry Educational Activity Plan
Period Covered: March, April, May 2000. Including Projected Activities

Activity 3 - Articles placed in TRS user community publications. TRS provider newsletters, websites, industry and disability organization publications, etc., on TRS CSP calling.

Date Article Published	Publication Name
On Going	SWBT Web Page - TRS Coin Sent Paid Instructions www.swbt trs page.htm
2nd Qtr 00	Kansas Relay Center Newsletter
Winter 2000	Relay Indiana Newsletter
Winter 2000	Relay Iowa Newsletter
	Sprint Relay States Brochure (19)
	Sprint Relay Newsletter
	www.hamilton.net/relay/NRS.htm;
	www.hamilton.net/relay/LRS.htm;
	www.hamilton.net/ITRS.htm.....all information still available on Web Site
Planned for July 2000	TRS CSP Industry Team Ad planned to be published in TDI's Qtrly News-Magazine.
Planned for Sept./Oct. 2000	TRS CSP Industry Team Ad planned to be published in SHHH and NAD Publications.

You can make relay calls - local and long-distance - from any coin phone anywhere, anytime.

The Telecommunications Relay Industry wants you to know how easy it is for you to place local and long-distance calls from coin phones 24 hours a day, seven days a week.

That's right! It's as easy as using a TTY at a coin phone and placing your calls through a Telecommunications Relay Service provider as you normally do. Local calls can be made for FREE and long-distance calls can be charged to your calling card. The long-distance call will cost no more than if you used coins. In addition, you can use prepaid cards for long-distance calls at the existing rate of your pre-paid card supplier. The phone number for your relay service can be found in the Customer Guide pages of your local phone directory.



At the FCC's TRS Fair in Washington, D.C., Kevin Gahagan, Ellicott City, Maryland, shows how easy it is to place a TRS call from a coin phone.

THE TELECOMMUNICATIONS RELAY INDUSTRY

Activity Four

TRS Coin Sent Paid - Industry Educational Activity Plan
Period Covered: March, April, May 2000. Including Projected Activities

Activity 4 - Miscellaneous outreach via newspapers, public service announcements, customer notifications, special TTY directories, etc.

Publication Date	Publication Name	Estimated Size of Audience
Annually	Residential White Page Directories TRS-CSP Instructions are Included in Call Guide Pages BellSouth has established a Telecommunications Center for Customers with Disabilities in Birmingham, Alabama which serves as the Business Office for the disabled community throughout the BellSouth Region. Service Representatives can fully explain TRS-CSP procedures.	Most BellSouth Locations
1st or 2nd Qtr 2000	MCI WorldCom Residential Customers	Approximately 13 million (based FCC reported residential market share)
2nd Qtr 2000	Will approach AARP with material to produce consumer affairs bulletin on CSP and other disability telecom issues	10 million
March, April, May	Bell Atlantic customer notification announcing 711 for relay in Washington, D.C., Massachusetts, New Hampshire, New Jersey.	All Bell Atlantic Customers residing in four states.

IMPORTANT CUSTOMER INFORMATION

Special Notice to Bell Atlantic - Washington, DC Customers

**Now Dial 7-1-1
For DC Relay in the
District of Columbia**

7-1-1 is a simple, easy-to-remember number to access the Relay Service.

DC Relay Service is used by thousands of TTY users throughout the District to communicate with others. DC Relay transmits conversations between people who use text telephones (TTYs) or telebraille (TB) and people who use voice telephones. When you call DC Relay, the Operator makes the connection between the users.

Facts about DC Relay Service

- Each call is handled in strict confidence.
- The Relay Operator [Communications Assistant] has been trained to help conversations flow accurately and easily.
- There is no limit on the number of times you may use the service, and there is no additional cost.
- The service is available 24 hours a day, seven days a week.
- Local calls using DC Relay will be completed at no charge when calling from a coin phone. Calls billed to another number or a calling card can be made from a pay telephone.

You may still reach DC Relay by dialing the relay number that you currently use.

To learn more about DC Relay visit www.bellatlantic.com/ba-dc

**Do not use 7-1-1 in case of an emergency. Please continue to use 9-1-1 for emergencies.
7-1-1 is to be used only to reach DC Relay in order place normal calls.**



"To pick up or not to pick up."
That's not the question when you have TTY Caller ID.



Thanks to a special **TTY Caller ID** box that works with **Caller ID**, our customers who use TTY devices can now see callers' names and numbers before answering a call.

The box stores these numbers plus the dates and times of each call, even if callers don't leave a message. Order Caller ID service for just \$6.20 a month before April 29, 2000, and the TTY Caller ID box is FREE.* Call 1 800 974-6006, weekdays between 8:30 am and 5 pm.

Don't forget to register your email address at www.BellAtlantic.com/Accessibility/register so we can keep you informed of other offers and products to meet your needs.

* This offer is not available to past and present Caller ID subscribers. Offer available to Bell Atlantic residential customers only. Not all calls are identified. Restrictions may apply.

Massachusetts Relay Service Access Made Easier
Introducing 7-1-1 Dialing

Now calling **Massachusetts Relay Service** is faster than ever. Just dial 7-1-1 for easy access to a relay operator.

Massachusetts Relay allows people who use a TTY (text telephone) to converse with people who use a standard telephone. The service is available all day — 365 days a year.



How does it work?

A relay operator establishes the connection between the TTY and the standard telephone user, and "relays" the conversation between the two. All calls are handled with strictest confidentiality.

Local relay calls placed from a coin telephone are free. However, if a relay call placed from a coin telephone is toll or long distance, customers must use a prepaid or calling card; coins are not accepted. But toll calls using calling cards cost no more than if paid with coins or with prepaid cards. These rates vary by provider.

The numbers 1 800 439-2370 (TTY) and 1 800 439-0183 (voice), are still available.

A reminder to all Relay and TTY users: 7-1-1 should *only* be used to reach Massachusetts Relay for regular calls. Please continue to call 9-1-1 directly for emergencies.

CONSUMER NEWS

Relay New Hampshire Access Made Easier

Introducing 7-1-1 Dialing

In the past when you called *Relay New Hampshire* to initiate a conversation between someone who uses a TTY (text telephone) and a standard voice telephone, you needed to dial an 800 number. Now, from anywhere in the state, all you need to do is dial 7-1-1. Additionally, the existing toll-free number, 1 800 735-2964, will continue to be available to reach a communications assistant or relay operator.

Relay New Hampshire enables hearing people to communicate over regular telephone lines with people who are deaf, hard-of-hearing or speech disabled who use a TTY. There is no limit on the number of times you may use this service. And Relay New Hampshire is available around the clock — 365 days a year.

How Does It Work?

This free service connects people using a TTY who cannot hear or speak clearly over the telephone with a standard telephone user. A communications assistant "relays" the conversation between the two. All calls are handled with strictest confidentiality.

Local relay calls placed from a coin telephone are free. However, if a relay call placed from a coin telephone is toll or long distance, customers must use a prepaid or calling card; coins are not accepted. But toll calls using calling cards cost no more than if paid with coins or with prepaid cards, whose rates vary by provider.

A reminder to all Relay and TTY users: Please continue to use 9-1-1 for emergencies. 7-1-1 should be used to reach Relay New Hampshire for regular calls only.



Visit us at www.BellAtlantic.com

Bell Atlantic—NE
NYNEX
New England Telephone
Bell Atlantic Extra!
Floor 19, 900 Elm St.
Manchester, NH 03101
© 2000 Bell Atlantic
NH 400 (Res)

Introducing 7-1-1 Access To New Jersey Telecommunications Relay Service (TRS)

You can now reach the New Jersey Telecommunications Relay Service (NJ TRS) 24 hours, every day simply by dialing **7-1-1**.

How does NJ TRS work?

NJ TRS connects calls between people who are deaf, hard of hearing, speech-disabled, or deaf-blind, and using a TTY (text telephone/computer) with people using a regular telephone. The person using the TTY types her or his conversation and the message is relayed to the other party by a Communications Assistant (CA). The CA "relays" the hearing person's exact words by typing them back to the TTY user. All CAs have been specially trained to help conversations flow with ease and accuracy. All calls are handled with strictest confidentiality.

You may still use NJ TRS by dialing the 800 numbers in use today. However, a simpler, easier way is to use the new number – **7-1-1** for calls placed within New Jersey. There is no

limit to the number of times you can use the service, there is no charge for dialing **7-1-1**, and all options available to NJ TRS users through the existing 800 numbers are available to **7-1-1** users.

Local relay calls placed from a coin telephone are free. However, if a relay call placed from a coin telephone is a toll or long distance call, customers must use a prepaid or calling card. Coins are not accepted. Toll calls using calling cards cost no more than if paid with coins or with prepaid cards. These rates may vary by provider.

If you are having trouble dialing **7-1-1** in your area, please contact your local telephone company.

Note to all NJ Relay users:

Please note that **7-1-1** is only to be used to reach NJ TRS. For *emergencies*, you should continue to use **9-1-1**.



Activity Five

TRS Coin Sent Paid -Industry Educational Activity Plan
Period Covered: March, April, May 2000. Including Projected Activities

Activity 5 - Joint industry/community meetings held to discuss further ways to create and disseminate educational materials to educate TRS users about access to relay services through payphones.

Meeting Date	Persons In Attendance	Meeting Summary
3/1/00	Coalition of Texans with Disabilities.	Brief coalition of Texans with disabilities on our education program for TRS payphone calls and request them to publish information from our TRS payphone cards in their quarterly newsletter.
3/3/00	Western MA Deaf Leaders Group	Group members will continue notifying their respective organization members... will conduct follow up presentations with various participating organizations
3/25/00	SHHH Cape Cod	Group members will notify other members via their monthly newsletter Board members will notify their organization members... will conduct follow up presentations with various participating organizations
4/24/00	Mass State Assoc. f/t/ Deaf	Brief Texas Association of the Deaf on our education program for TRS payphone calls and request them to publish information from our TRS payphone cards in their quarterly newsletter.
4/1/00	Texas Association of the Deaf	